

PROPOSED

RPA NUMBER (HR USE ONLY)

21-081

ALERT: This form is mandatory for all Requests for Personnel Action (RPA).

INSTRUCTIONS: Before completing this form, read the instructions located on last page.

Section A: Position Profile

A. DATE 09/07/2021	B. APPOINTMENT EFFECTIVE DATE	C. INCUMBENT NAME
D. CIVIL SERVICE CLASSIFICATION IT Manager I		E. POSITION WORKING TITLE Network Management Engineering (NME) Manager
F. CURRENT POSITION NUMBER 695-380-1405-005		G. PROPOSED POSITION NUMBER (Last three (3) digits assigned by HR)
H. OFFICE / SECTION / UNIT / PHYSICAL LOCATION OF POSITION OTech/Enterprise Network Branch/Rancho Cordova		I. SUPERVISOR NAME AND CLASSIFICATION Brian Parks / IT Manager II
J. WORK DAYS / WORK HOURS / WORK SHIFT (DAY, SWING, GRAVE) MONDAY-FRIDAY / 8:00 AM – 5:00 PM		K. POSITION REQUIRES: FINGERPRINT BACKGROUND CHECK <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO DRIVING AN AUTOMOBILE <input type="checkbox"/> YES <input type="checkbox"/> NO

Section B: Position Functions and Duties

Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).

	Information Technology Domains (Select all domains applicable to the incumbent's duties/tasks.) <input type="checkbox"/> Business Technology Management <input type="checkbox"/> IT Project Management <input type="checkbox"/> Client Services <input type="checkbox"/> Information Security Engineering <input type="checkbox"/> Software Engineering <input checked="" type="checkbox"/> System Engineering
	Organizational Setting and Major Functions Under the general direction of the Information Technology Manager II (IT Mgr II) of the Enterprise Network Branch (ENB), the Information Technology Manager I (IT Mgr I) is responsible for the management of the Network Management Engineering (NME) staff ensuring the California Department of Technology (CDT) internal and external customers receives the benefits of the services provided by the NME. Specifically, this includes: providing and maintaining the tools necessary to enable the delivery of highly available and reliable network services, the administration and operations of Domain Name System (DNS) services, the capture and reporting of network utilization and performance data, and the automated detection of performance issues or outages and generation of incidents to the Service Desk via Service Now.
% of time performing duties 40%	Essential Functions (Percentages shall be in increments of 5, and should be no less than 5%). Perform managerial and supervisory activities for the Network Management Engineering team. <ul style="list-style-type: none">• Develop plans to accomplish Office of Technology Services (OTech) goals and objectives related to network management services, in accordance with organization mission and strategic plan.• Support and advocate management's philosophy, policies, and procedures.• Ensure subordinate employees comply with all Office of Technology Services (OTech) policies, office standard operating procedures and department and agency protocols.• Responsible for evaluating and maintaining technology and processes supporting multiple functional components of CDT network management services, including network management tools, DNS, network authentication, IP address management, Network Services Data Management (NSDM) support, VeloCloud Orchestrator (VCO) administration, VeloCloud Gateway (VCG) support, DNS administration, and administration of the Network Change Advisory Board (CAB).• Participate as a team leader or member on appropriate cross-functional projects of the highest complexity and scope, with statewide implications critical to the business success of OTech and our customers, to advance the Agency's Strategic and Tactical Plans and improve customer service.• Prioritize customer requests based on the criticality of the problem and the organizational constraints to determine appropriate response.• Monitor for, follow up on, and correct deviations from process to ensure high quality of work.• Encourage team building, facilitate cross training, promote continuous improvement, and create a positive climate for change.• Participate as a management team member developing division standards, processes, and procedures.

- Interact with peers, both internal and external to the NME at every level to operate and maintain network services to support internal and external customers in achieving their business goals and objectives.
- Foster methods of creative decision-making and problem solving and provide continuous feedback to employees.

35%

Manage NME staff and oversee production network management systems operations, hardware and software installation, upgrades and refresh, and the development of new network management service offerings.

- Provide management oversight of the staff responsible for the implementation and support of all network management software on all platforms, including Unix, Windows, VM, MCS and MVS (z/OS).
- Supervise the delivery of network management and DNS services on behalf of the California Department of Technology (CDT) for internal and external customers.
- Manage staff responsible for providing expert technical advice and assistance to OTech staff and customer management in support of data center services, restoration and prevention of outages, and customer application performance issues.
- Ensure collaboration with the other network engineering programs and staff to provide the proper network management and monitoring tools to accompany new service and technology deployments.
- Manage staff troubleshooting and response to difficult customer project service requests and/or outages.
- Ensure solutions to problems are presented with clarity and precision in written and/or graphic form.
- Develop and manage staff ability to analyze information and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Ensure the NME team is capable of providing the highest level of technical consultation, analytical work, knowledge, and skill needed to respond to the most complex customer network hardware and/or software help requests.
- Manage the training and knowledge transfer of OTech network management systems and capabilities to other OTech staff and assist in the interpretation of network policies, standards, and guidelines related to network management.

20%

Perform day to day supervisory and administrative activities for the NME.

- Develop and update duty statements for NME employees, as needed; establish performance expectations; complete Performance Appraisal Summary reports and individual development plans annually; complete probationary reports on a timely basis and other performance management activities including adherence to the State's progressive discipline policy, which includes taking corrective or disciplinary action, as necessary.
- Responsible for making informed and defensible administrative and personnel management decisions in accordance with department and State policies, personnel-related laws, rules, established OTech administrative processes and procedures and collective bargaining agreements.
- Serve as an active member of the Enterprise Network Branch management team by contributing to management team decisions impacting the network and/or the department.
- Manage the administrative processes of the NME, including authorizations for vacation, sick leave, overtime, training, and travel.
- Coordinate staff in the establishment of core business hours and coordination of coverage to meet customer service requirements.
- Responsible for team member succession planning and ensure there are employees who can perform multiple functions.
- Participate in the development of Branch standards and procedures and ensure team's processes and procedures are documented and centrally accessible to staff.
- Relay management team information to team members and represent the NME program in management team decisions.
- Serve as network management systems Incident Manager and reports status of high and critical outages/incidents to Infrastructure Services management team.
- Identify and address obstacles to providing good service and to exchange information relative to customer requests, customer needs and service offerings.

- Using customer feedback and observations of team members, identify problems, delays or frustrations which can be reduced or eliminated by modifying and improving work processes and determine ways to implement them.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

Other related duties required by the ENB ITM II.

Work Environment Requirements

- Must pass a fingerprint background criminal record check completed by the Department of Justice and the Federal Bureau of Investigation.
- Will be required to carry a mobile cell phone.
- May be required to work outside of normal work schedule.
- Occasional travel may be required to perform assigned duties, attend training and attend customer meetings.
- Consistent, predictable attendance is required.
- The incumbent must be able to work effectively in a high paced and occasionally stressful environment, in which competing priorities often must be resolved.

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The IT Mgr I receives general direction from the ENB IT Mgr II. Assignments will be general in nature, accompanied by any special constraints or requirements. Progress will be reported using weekly and monthly status reports, and individual project reports where appropriate. The incumbent will be responsible for analysis, planning and implementation of these assignments.

Actions and Consequences:

The IT Mgr I makes decisions of major impact on department network management infrastructure, architecture and network services. All Agency services relying on network infrastructure reliability and availability are dependent upon sound decisions and recommendations in the network area. Errors or omissions by the incumbent can result in disclosure or loss of confidential material, or in the extended interruption of essential communications services.

Personal Contacts:

The IT Mgr I works with OTech clients and vendors, technical staff, end-users, and management personnel at all levels. Technical contact will generally be at the senior or journey person level. In addition to contacts made at the senior-level, the IT Mgr I contacts high-level entities in unique situations where it can be difficult to establish the contact and identify their goals.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)

The IT Mgr I is responsible for planning, budgeting, participation in rate setting, recruiting, selecting, placement and development of personnel, management of vendor and consultant contracts, and delegation to technical staff for execution of day-to-day operations.

Supervision Exercised:

The IT Mgr I supervises staff in Network Management Engineering.

Other Information

Excellent customer service and sound professional judgment are required.

Desirable Qualifications: (List in order of importance.)

- Strong supervisory and management skills to perform effectively in a complex environment with multiple competing priorities and demands.
- Strong team leadership, staff development, interpersonal, problem solving and negotiation skills.
- Experience with network management tools, technologies, and DNS.
- Ability to analyze data and situations, reason logically and creatively, identify problems, draw valid conclusions, and develop effective solutions.
- Ability to communicate and work productively with technical staff, vendors, OTech management and OTech customers in a professional consulting role.
- Knowledge of principles and techniques of effective personnel management and supervision.
- Ability to effectively use project management techniques and methodologies.
- Ability to work under pressure and ensure timely incident resolution and completion of projects.

- Must possess effective oral and written communication skills.
- Knowledge of current information technologies and trends.
- Knowledge of Information Technology Infrastructure Library (ITIL).
- Knowledge of state policies and procedures governing procurement and the use of technology.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
-------------------------	----------------------	------

Instructions			
Copies and Distribution	<ul style="list-style-type: none"> <u>Current and Proposed Duty Statements</u>: Submit with Request for Personnel Action (RPA) package. <u>Approved Duty Statement</u>: Supervisor reviews with incumbent; both supervisor and incumbent must sign and date. <u>Signed Copies</u>: Original to supervisor; copy to incumbent; scanned/electronic version emailed to Human Resources. 		
Section A: Position Profile	Complete Sections A through K. If position number is changing, complete sections D, E, G, and H using the proposed position information. If incumbent's name is known, complete section C.		
Section B: Position Functions & Duties	Identify the major functions and associated duties, and the percentage of time spent annually on each (list higher percentages first).		
Information Technology Domains	Select all domains applicable to the incumbent's duties/tasks.		
Organizational Setting and Major Functions	Provide a <u>brief</u> description of the position's reporting relationship, primary role, and purpose.		
Essential Functions	<p>Identify the fundamental job duties of the position that must be performed, with or without reasonable accommodation. NOTE: Essential Functions shall be properly aligned with the classification specification. Percentages shall be in increments of 5, and should be no less than 5%. The total percentage of all functions (essential and marginal) must equal 100%.</p> <p>Per Government Code section 12926.1 (a-c), a job function or task may be considered an essential function for several reasons, including, but not limited to:</p> <ul style="list-style-type: none"> The position exists to perform the function. There are a limited number of other employees available to perform the function, or among whom the function can be distributed. The function is highly specialized; the person is hired for special expertise or ability to perform the function. Removal of the function would fundamentally alter the job. <p>To write essential functions for the position:</p> <ul style="list-style-type: none"> Identify the major functions of the job. Most positions have five to seven major functions. Identify the specific tasks associated with each major function (include end products). Identify the level of work and why the work is done. <p>The below is an example of how to write an essential function and the associated task statements:</p> <p>ESSENTIAL FUNCTIONS</p> <table border="1"> <tr> <td>45%</td> <td> <p>Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.</p> <p><u>Associated Tasks Statements</u></p> <ul style="list-style-type: none"> Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda]. </td> </tr> </table>	45%	<p>Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.</p> <p><u>Associated Tasks Statements</u></p> <ul style="list-style-type: none"> Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda].
45%	<p>Provide complex analytical support, and complete various sensitive assignments and documents in consultation and coordination with a variety of management, staff, and others using proven research techniques and analytical and writing skills.</p> <p><u>Associated Tasks Statements</u></p> <ul style="list-style-type: none"> Research, develop, and/or review a variety of documents, including STMM policies, procedures, and contract implementation-related documents, including contract exemption requests, Statements of Work, and other related items. Conduct surveys, analytical studies, and other related activities to develop pertinent informational resources on telecommunications programs, issues, and customer utilization. Follow up on statewide telecommunications-related laws, policies, procedures, and documents [e.g., Request for Information (RFI), Request for Proposal (RFP), Management Memoranda]. 		
Marginal Functions	Identify functions or tasks that are performed, but are not fundamental duties of the position. These are functions or duties that can be assigned to another employee and can be characterized as non-essential or marginal. The phrases "perform other related duties" or "perform other related work" can be used in the marginal functions field. NOTE: Percentages shall be in increments of 5, and should be no more than 5%. The total percentage of all functions (essential and marginal) must equal 100%.		
Work Environment Requirements	Identify physical or mental requirements, work conditions, hazards, and equipment used on the job and required to perform the essential functions of the job. NOTE: Specify in this section if a fingerprint background check is required.		
Allocation Factors	<ul style="list-style-type: none"> <u>Supervision Received</u>: Identify the scope of initial instruction, how work is supervised while in progress, and nature and purpose of final review. <u>Actions and Consequences</u>: Identify in what areas judgment, decisions, and recommendations are made, and probable effects of poor decisions or recommendations. <u>Personal Contacts</u>: Identify with whom, how frequently, and for what purpose personal contacts are required with persons outside of the immediate work group. <u>Administrative and Supervisory Responsibilities</u>: Briefly identify the extent of participation in management functions (e.g., planning, budgeting, cost control, reporting, selecting, placement, and development of personnel). Indicate "None" if a non-supervisory position. <u>Supervision Exercised</u>: Identify the type of supervisory responsibility exercised and indicate whether supervision is a responsibility of the position or of a lead nature. 		
Other Information	<p>Identify any significant factors or special requirements for this position that are not included elsewhere on this form.</p> <ul style="list-style-type: none"> <u>Desirable Qualifications</u>: Identify any special personal characteristics, interpersonal skills, additional qualifications, specific business needs, and additional attributes that will enhance the incumbent's ability to perform a particular function. (e.g., professional certification or license, general or specialized knowledge in the field, ability to qualify for a fidelity bond, aptitude for investigative work, skills and abilities above the required minimums.) NOTE: Please list the desirable qualifications in order of importance, as they will be listed on the Job Opportunity Bulletin (JOB). 		